

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

ACCOUNTING TECHNICIAN **(working title Utility Billing Specialist)**

DEPARTMENT: ADMINISTRATION

FLSA OVERTIME STATUS: NON-EXEMPT
BARGAINING UNIT: OPERATING ENGINEERS LOCAL 3

APPROVED BY BOARD OF DIRECTORS – 02/16/05
REVISED 05/19/2021

SUMMARY: To perform professional accounting and financial recordkeeping work; to assist in the preparation of financial statements, documents, analyses and reports; to personally perform complex and detailed accounting work; and to perform other job-related work as required.

SUPERVISION: Receives direct supervision from the Accounting Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Performs a variety of technical and specialized financial, and statistical recordkeeping work in accounts receivables, water billing, , provides customer services in person and by telephone; performs cashiering duties;

Provides daily counter services; processes forms and collects payments for all District services and explains utility billings to the general public;

Processes utility customer requests; assists customers with questions regarding accounts and activity, answers questions and provides information to the public, investigates complaints and recommends corrective action as necessary to resolve complaints;

Runs a variety of reports; researches and resolves discrepancies related to transactions and customer accounts;

Prepares annual write-offs for the District;

Prepares, reviews and maintains a variety of financial and statistical records involving cashiering, customer service and utility billing to include the receipt, balancing and posting of cash funds and check receipts; gathers, assembles, tabulates, checks and files financial data;

Coordinates collection procedures; establish payment plans; works closely with Field Operations on accounts with service interruptions;

Processes utility service changes to include starts or stops of service, move in/move outs, interruptions of service as well as discount program; Communicates all new starts or stops of service and work orders to field personnel;

Operates a personal computer to access customer account data from multiple computer systems; interprets and explains charges, policies and procedures and initiates appropriated transactions to satisfy customer service request and internal procedures;

Manages and maintains escrow files;

Performs a variety of general clerical duties including computer data entry and typing and maintaining files and records;

Identifies and recommends ways to improve policies and procedures related to customer service; Provides general support to the Accountant and Accounting Manager and support in the absence of the Office Technician.

DISTINGUISHING CHARACTERISTICS:

This is the full working level in the Accounting Technician class series. Incumbents in this class work under minimal supervision in any of the work areas specified in the definition above. They are expected to perform all types of accounting support and professional accounting work related to the development and maintenance of District fiscal and accounting systems. Incumbents will be assigned specific duties according to the District's needs and the individual's ability.

QUALIFICATION REQUIREMENTS:

Knowledgeable in procedures, policies, rules and practices affecting the development, maintenance and control of fiscal and personnel recordkeeping systems. Practices of financial, personnel and statistical recordkeeping, including automated accounting and bookkeeping systems. Basic budget preparation procedures. Filing methods and procedures. Correct English usage, spelling, grammar and punctuation. Basic governmental accounting principles and procedures. Modern office practices, procedures and equipment.

Ability to perform a variety of arithmetical calculations with speed and accuracy. Interpret and apply laws, regulations and policies. Maintain cooperative working relationships with those contacted in the course of the work. Carry out directions independent of close supervision. Operate computer and related accounting and office support software.

EDUCATION AND/OR EXPERIENCE:

Any combination of training and experience providing the required knowledge and ability is qualifying. A typical way to obtain this knowledge and ability would be:

Minimum Education: High School diploma and/or equivalent.

Two years of technical experience in financial, accounting, personnel or statistical recordkeeping activities; *or*

Possession of a two-year college degree with a major emphasis in accounting, business management, or a closely related field (Two years of experience performing comparable duties to this position may be substituted for the college degree).

LICENSE AND/OR CERTIFICATES:

Possession of the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards are a condition of continuing employment.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 25 pounds with the use of proper equipment.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made on a case-by-case basis to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The noise level in the work environment is usually quiet.